

CR-60 - ESG 91.520(g) (ESG Recipients only)

ESG Supplement to the CAPER in *e-snaps*

For Paperwork Reduction Act

1. Recipient Information—All Recipients Complete

Basic Grant Information

Recipient Name	MANCHESTER
Organizational DUNS Number	045009073
EIN/TIN Number	026000517
Identify the Field Office	BOSTON
Identify CoC(s) in which the recipient or subrecipient(s) will provide ESG assistance	Manchester CoC

ESG Contact Name

Prefix	0
First Name	Todd
Middle Name	D
Last Name	Fleming
Suffix	0
Title	Sr. Planner

ESG Contact Address

Street Address 1	0
Street Address 2	0
City	Manchester
State	NH
ZIP Code	03101-
Phone Number	6036246530
Extension	0
Fax Number	0
Email Address	TFleming@manchesternh.gov

ESG Secondary Contact

Prefix	
First Name	
Last Name	
Suffix	
Title	
Phone Number	
Extension	
Email Address	

2. Reporting Period—All Recipients Complete

Program Year Start Date 07/01/2013
Program Year End Date 06/30/2014

3a. Subrecipient Form – Complete one form for each subrecipient

Subrecipient or Contractor Name: CHILD AND FAMILY SERVICES
City: Manchester
State: NH
Zip Code: 03105, 0448
DUNS Number: 095505905
Is subrecipient a victim services provider: N
Subrecipient Organization Type: Other Non-Profit Organization
ESG Subgrant or Contract Award Amount: 11945

Subrecipient or Contractor Name: FAMILIES IN TRANSITION
City: Manchester
State: NH
Zip Code: 03101, 1952
DUNS Number: 852360399
Is subrecipient a victim services provider: N
Subrecipient Organization Type: Other Non-Profit Organization
ESG Subgrant or Contract Award Amount: 16523

Subrecipient or Contractor Name: Harbor Homes
City: Nashua
State: NH
Zip Code: 03060, 3312
DUNS Number: 131864357
Is subrecipient a victim services provider: N
Subrecipient Organization Type: Other Non-Profit Organization
ESG Subgrant or Contract Award Amount: 3115

Subrecipient or Contractor Name: THE WAY HOME

City: Manchester

State: NH

Zip Code: 03103, 4813

DUNS Number: 146234211

Is subrecipient a victim services provider: N

Subrecipient Organization Type: Other Non-Profit Organization

ESG Subgrant or Contract Award Amount: 42265

Subrecipient or Contractor Name: NEW HORIZONS SHELTER

City: Manchester

State: NH

Zip Code: 03101,

DUNS Number: 014115225

Is subrecipient a victim services provider: N

Subrecipient Organization Type: Other Non-Profit Organization

ESG Subgrant or Contract Award Amount: 40600

Subrecipient or Contractor Name: Granite United Way

City: Manchester

State: NH

Zip Code: 03101, 1817

DUNS Number:

Is subrecipient a victim services provider: N

Subrecipient Organization Type: Other Non-Profit Organization

ESG Subgrant or Contract Award Amount: 8730

CR-65 - Persons Assisted

4. Persons Served

4a. Complete for Homelessness Prevention Activities

Number of Persons in Households	Total
Adults	95
Children	62
Don't Know/Refused/Other	0
Missing Information	0
Total	157

Table 1 – Household Information for Homeless Prevention Activities

4b. Complete for Rapid Re-Housing Activities

Number of Persons in Households	Total
Adults	112
Children	78
Don't Know/Refused/Other	0
Missing Information	0
Total	190

Table 2 – Household Information for Rapid Re-Housing Activities

4c. Complete for Shelter

Number of Persons in Households	Total
Adults	1,784
Children	75
Don't Know/Refused/Other	20
Missing Information	0
Total	1,879

Table 3 – Shelter Information

4d. Street Outreach

Number of Persons in Households	Total
Adults	76
Children	3
Don't Know/Refused/Other	0
Missing Information	0
Total	79

Table 4 – Household Information for Street Outreach

4e. Totals for all Persons Served with ESG

Number of Persons in Households	Total
Adults	2,007
Children	208
Don't Know/Refused/Other	20
Missing Information	0
Total	2,235

Table 5 – Household Information for Persons Served with ESG

5. Gender—Complete for All Activities

	Total
Male	1,449
Female	784
Transgender	2
Don't Know/Refused/Other	0
Missing Information	0
Total	2,235

Table 6 – Gender Information

6. Age—Complete for All Activities

	Total
Under 18	208
18-24	355
25 and over	1,652
Don't Know/Refused/Other	20
Missing Information	0
Total	2,235

Table 7 – Age Information

7. Special Populations Served—Complete for All Activities

Number of Persons in Households				
Subpopulation	Total Persons Served – Prevention	Total Persons Served – RRH	Total Persons Served in Emergency Shelters	Total
Veterans	166	4	3	159
Victims of Domestic Violence	427	18	36	389
Elderly	65	7	3	56
HIV/AIDS	16	0	1	16
Chronically Homeless	339	0	23	328
Persons with Disabilities:				
Severely Mentally Ill	650	23	36	613
Chronic Substance Abuse	401	2	5	401
Other Disability	643	26	26	602
Total (Unduplicated if possible)	1,411	70	91	1,298

Table 8 – Special Population Served

Table 7 Explanation

Note that each field in the columns for total persons served in HP, RRP and ES is calculated separately and not de-duplicated across the row to the "Total" column. The "Total" column and "Total" row across the bottom is for de-duplicated counts.

CR-70 – ESG 91.520(g) - Assistance Provided and Outcomes

8. Shelter Utilization

Number of New Units - Rehabbed	0
Number of New Units - Conversion	0
Total Number of bed-nights available	36,036
Total Number of bed-nights provided	36,599
Capacity Utilization	101.56%

Table 9 – Shelter Capacity

9. Project Outcomes Data measured under the performance standards developed in consultation with the CoC(s)

In 2013, ESG funds were utilized in a targeted manner to help achieve the overall Manchester Continuum of Care (MCoC) goals and performance measures, which are in alignment with HUD's National Objectives for Continuum of Care (CoCs). In the late spring of HUD FY 2013, the City of Manchester worked in collaboration and consultation with the MCoC to develop performance standards which will be used to evaluate project outcomes. Manchester ESG Written Standards for the Provision of ESG Assistance were developed to also be in alignment to help achieve the goals and objectives of the Manchester 10-Year Plan to End Homelessness also consistent with the MCoC objectives. The ESG Written Standards are attached to this CAPER as a separate attachment.

ESG projects and activities will meet HEARTH Act performance measures as follows:

- No one is homeless longer than 30 days
- Reduce average length of time homeless
- Reduce returns to homelessness
- Improve program coverage
- Reduce the number of homeless
- Improve employment rate and income amount
- Reduce first time homelessness
- Prevent homelessness and achieve independent living in permanent housing for homeless individuals/families/youth

CR-75 – Expenditures

11. Expenditures

11a. ESG Expenditures for Homelessness Prevention

	Dollar Amount of Expenditures in Program Year		
	FY 2009	FY 2010	FY 2011
Expenditures for Rental Assistance	0	0	0
Expenditures for Housing Relocation and Stabilization Services - Financial Assistance	0	0	0
Expenditures for Housing Relocation & Stabilization Services - Services	13,427	5,030	9,468
Expenditures for Homeless Prevention under Emergency Shelter Grants Program	0	0	0
Subtotal Homelessness Prevention	13,427	5,030	9,468

Table 10 – ESG Expenditures for Homelessness Prevention

11b. ESG Expenditures for Rapid Re-Housing

	Dollar Amount of Expenditures in Program Year		
	FY 2009	FY 2010	FY 2011
Expenditures for Rental Assistance	0	0	0
Expenditures for Housing Relocation and Stabilization Services - Financial Assistance	0	0	0
Expenditures for Housing Relocation & Stabilization Services - Services	26,000	4,542	21,481
Expenditures for Homeless Assistance under Emergency Shelter Grants Program	0	0	0
Subtotal Rapid Re-Housing	26,000	4,542	21,481

Table 11 – ESG Expenditures for Rapid Re-Housing

11c. ESG Expenditures for Emergency Shelter

	Dollar Amount of Expenditures in Program Year		
	FY 2009	FY 2010	FY 2011
Essential Services	24,763	12,500	28,008
Operations	43,780	61,720	29,115
Renovation	0	0	0
Major Rehab	0	0	0
Conversion	0	0	0
Subtotal	68,543	74,220	57,123

Table 12 – ESG Expenditures for Emergency Shelter

11d. Other Grant Expenditures

	Dollar Amount of Expenditures in Program Year		
	FY 2009	FY 2010	FY 2011
HMIS	0	6,778	3,115
Administration	4,189	11,000	8,730
Street Outreach	10,000	13,400	11,945

Table 13 - Other Grant Expenditures

11e. Total ESG Grant Funds

Total ESG Funds Expended	FY 2009	FY 2010	FY 2011
313,646	112,159	101,570	99,917

Table 14 - Total ESG Funds Expended

11f. Match Source

	FY 2009	FY 2010	FY 2011
Other Non-ESG HUD Funds	0	0	0
Other Federal Funds	0	0	0
State Government	39,427	9,572	43,445
Local Government	0	0	14,123
Private Funds	82,732	105,398	87,844
Other	0	0	0
Fees	0	0	0
Program Income	0	0	0
Total Match Amount	122,159	114,970	145,412

Table 15 - Other Funds Expended on Eligible ESG Activities

11g. Total

Total Amount of Funds Expended on ESG Activities	FY 2009	FY 2010	FY 2011
696,187	234,318	216,540	245,329

Table 16 - Total Amount of Funds Expended on ESG Activities

City of Manchester, NH
Written Standards for the Provision of ESG Assistance
(May 2014)

Working in consultation with the Manchester Continuum of Care (MCoC) and ESG workgroups, the City of Manchester developed written standards for provision of ESG assistance that take into consideration HUD's final Written Standards for ESG released in May 2014.

These written standards include:

- Policies and procedures for evaluating individuals' and families' eligibility for assistance under Emergency Solutions Grant (ESG). Policies and procedures for evaluating individuals' and families eligibility must be consistent with the definition of homeless (24 CFR 576.2) as well as with record-keeping requirements.
- Policies and procedures for coordination among emergency shelter providers, essential service providers, homelessness prevention and rapid re-housing assistance providers, other homeless assistance providers, and mainstream service and housing providers.
- Policies and procedures for determining and prioritizing which eligible families and individuals will receive homelessness prevention assistance and which eligible families and individuals will receive rapid re-housing assistance.

Other City ESG requirements/standards include or provide that:

- Policies and procedures for coordination among emergency shelter providers, essential service providers, homelessness prevention and rapid re-housing assistance providers, other homeless assistance providers, and mainstream service and housing providers.
 - Coordinated assessment and a centralized intake form will facilitate coordination between agencies, as will regular attendance and participation by ESG funded agencies in the MCoC General Assembly meetings and the Homeless Liaison committee meetings.
 - All agency staff of an agency receiving ESG funding will be knowledgeable in the Continuum's partner agencies' services and are expected to attend partner trainings and presentations at the Continuum meetings.
- A standard centralized program entry criteria/intake form developed in consultation with the MCoC and other agencies/community stakeholders will begin being utilized by Continuum and ESG-funded agencies by August 2014.
- All Subrecipients of ESG funding must have written, non-discriminatory process for termination of services given to clients at intake. The non-discrimination policy as well as the appeals process shall be posted on site at the place of program activity delivery.
- All Subrecipients shall be responsible for connecting each client to any/all mainstream resources that the client is eligible for. Subrecipients shall also be responsible for providing each client with life-skills training, such as budgeting, managing money and a household, resolving conflict, shopping for food and needed items, improving nutrition, using public transportation, parenting and other skills as needed. The City expects ESG funded agencies to work together to provide this training to clients to help avoid duplication of efforts and to utilize other non-profits and volunteers to help with this training.

ACTIVITY SPECIFIC WRITTEN STANDARDS

Emergency Shelter

All Emergency Shelters shall also adhere to State Administrative Ruling PART He-M 314 Rights of Persons Using Emergency Shelters (Statutory Authority: RSA 126-A:31).

Determining the length of stay.

- The goal of any emergency shelter program funded through ESG is to reduce the length of stay to 30 days or less.

Safeguards to meet the safety and shelter needs of special populations (e.g., victims of domestic violence) and individuals and families who have the highest barriers to housing and are likely to be homeless the longest.

- Victims of domestic violence will be sheltered in a safe, undisclosed location; sometimes it will be necessary for safety reasons to shelter a participant outside the City of Manchester and agencies will work collaboratively with other shelters to ensure safety. Police escort will be provided for extreme cases.
- Shelters in the City shall have security cameras, locked windows and doors, bag searches, curfews as appropriate. All family shelters will have locking doors, windows and window guards.

Assessing, prioritizing and reassessing individuals and families' needs for essential services related to emergency shelters.

- Programs funded with ESG shall utilize centralized intake to determine immediate needs for the night, and follow up with case management within the first 72 hours of entry into a shelter.
- Intake and needs assessment (within the first 72 hours of entry) is followed by connection to services such as HHS, obtaining ID and birth certificate, TANF, medical/mental health.
- Ongoing case management shall be provided to individuals at least every 2 weeks or more frequently as needed.
- Ongoing case management shall be provided to families at least once a week or more frequently as needed.
- Regular case management/emergency staff shall be present at shelters M-F during the day; 2-1-1 is available for after hours referrals.

Street Outreach

In Manchester, street outreach activity funded with ESG monies is offered to homeless, runaway and all youth in an effort to reach the target audience—those who are homeless, living in dangerous situations or those at risk of homelessness.

Outreach to youth will offer assistance with everything from food, clothing and shelter; to medical care; substance abuse treatment; protection from sexual exploitation, victimization, disease and pregnancy; abuse/neglect services; housing; mental health services; and crisis counseling. Outreach to youth shall provide intervention, prevention and education services in the following locations:

- On the streets
- In schools and enrichment centers
- At youth hang-outs

Each Subrecipient receiving ESG funding for street outreach will be required to develop written standards, including policies and procedures for safeguards for special populations (homeless youth), and assessing, prioritizing and re-assessing the individual/family needs for essential services related to street outreach.

- ***Determining safeguards for special populations (homeless youth).***
[standards in process of being developed by street outreach workgroup]
- ***Assessing, prioritizing and re-assessing the individual/family needs for essential services related to street outreach.***
[standards in process of being developed by street outreach workgroup]

Rapid Rehousing (RRH) and Homeless Prevention (HP)

Rapid Rehousing and Homeless Prevention ESG or HOME funding may be used for rental assistance and housing relocation and stabilization services associated with those clients receiving rental assistance, in accordance with ESG or HOME requirements. There must be a written lease between the tenant and the owner of rental housing assisted with HOME or ESG funds that is for a period of not less than one year, unless by mutual agreement between the tenant and the owner for a shorter period is specified.

All participants receiving ESG rapid re-housing and homeless prevention assistance must be homeless (by HUD definition) for rapid re-housing or at imminent risk of homelessness, which is documented in writing for prevention. Priority must be provided for those individuals/households in a potentially dangerous situation, those with serious health concerns, unsheltered families and those who literally have nowhere else to go (shelters, friends, family, etc.). All participants must have some income but not to exceed 30% of AMI as directed by HUD. Participants receiving HOME-funded assistance (tenant based rental assistance) must meet eligibility and income requirements set forth by the 2014 HOME Rule.

Potential participants must have an initial intake assessment where all income, former housing status/information, skills, education, and any additional pertinent information is gathered. Subrecipients will have a written non-discriminatory policy on how this information is reviewed and how decisions are made regarding assistance. If a household is not approved for rapid re-housing or homeless prevention assistance it is the responsibility of the Subrecipient to work with the client/household to access other services to help them to achieve housing.

In accordance with eligibility and subsidy requirements of the funding source, households receiving rapid re-housing or homeless prevention assistance will be responsible for paying a portion of their income towards their rent (extreme circumstances may be excepted on a case by case basis). Households receiving rapid re-housing or homeless prevention assistance must meet with a case manager a minimum of one time per month. These meetings will include budgeting assistance, connecting to mainstream resources assistance, job skills/educational resources referrals, education on how to be a good tenant and other assistance based on individual needs.

Subrecipients of funding for RRH or HP activities will be expected to develop relationships with area landlords and work to decrease rental rates based on their provision of case management, funding for rent and supportive services for their potential tenants.

Determining the share of rent and utilities costs that each program participant must pay, if any, while receiving homelessness prevention or rapid re-housing assistance.

- A sustainability plan and budget will be created for beneficiaries on a case by case basis. In certain extreme circumstances, a rent subsidy may be paid at 100% for up to 3 months, after which time a declining subsidy is expected as part of all program participants' budget and sustainability plans. The participants' share of rent will be determined on a case by case basis and in accordance with the funding source requirements. No ESG or HOME funds received from the City of Manchester for RRH or HP activities will be used for security deposits or utilities. Rent subsidy calculations shall be in accordance with the funding source regulations for tenant based rental assistance (HOME Rule Section 92.209(h)) and based on the current Fair Market Value rent standards as determined by HUD (24 CFR 576.106(d)(1)).

How long a particular program participant will be provided with rental assistance and whether and how the amount of that assistance will be adjusted over time.

- As noted above, agencies are expected to design a sustainability plan and budget that includes a declining subsidy. A rationale should be included in the plan that explains how the plan is designed to secure housing immediately in the short term and promote sustainability in the long term.

The type, amount, and duration of housing stabilization and/or relocation services to provide a program participant, including the limits, if any, on the homelessness prevention or rapid re-housing assistance that each program participant may receive, such as the maximum amount of assistance, maximum number of months the program participants receives assistance; or the maximum number of times the program participants may receive assistance.

- Program participants may receive rapid rehousing or homeless prevention housing relocation and stabilization services such as case management, housing counseling that are tied to short-term financial assistance with a rental subsidy.
- The maximum amount of financial assistance a program participant may receive through either the rapid rehousing or homeless prevention program is \$3,000 for a period spanning no longer than eight (8) consecutive months and must be accompanied by services including case management. Any services or financial assistance provided will be in accordance with HEARTH Act, HUD and/or other federal funding source requirements (e.g., HOME Investments Partnerships). In no case will total rental assistance exceed 24 months during any 3 year period.
- After financial subsidy has concluded, services such as case management and follow up /check-in/after care is strongly encouraged to take place at least once within 60 days after financial subsidy has ended. After care attempts and services shall be recorded and reported to the City.
- For rapid rehousing: Certification of income eligibility will occur once at program entry, upon notification of tenants' income change, and once again within the window of 30-45 days before the last rental subsidy payment is made.
- For homeless prevention: Certification of income eligibility will occur once at program entry, upon notification of tenants' income change, and/or every 3 months--the final re-certification within the window of 30-45 days before the last rental subsidy payment is made.

Policies and procedures for determining and prioritizing which eligible families and individuals will receive homelessness prevention assistance and which eligible families and individuals will receive rapid re-housing assistance.

- All Subrecipients shall utilize the centralized intake form/process as a baseline for program eligibility. Following determination of program eligibility, an at-risk assessment will be utilized to prioritize families with children and families/individuals fleeing domestic violence.

The risk factors (for homeless prevention activities), that will be used to help determine individuals and families that are most in need of homeless prevention assistance to avoid becoming homeless.

- Risk factors for homeless prevention activities include:
 - Imminent and likely loss of housing
 - Eviction notice
 - Significant change in income and expenses due to health, economic or other disaster crisis (e.g. fire, flood).